

## Job Description and Person Specification

<b>Post Title:</b>	<b>Disabled Facilities Grant Caseworker</b>
<b>Reports to:</b>	<b>Senior Technical Officer</b>
<b>Scale:</b>	<b>3</b>
<b>Politically Restricted:</b>	<b>No</b>

### Overall Purpose

1. To carry out assessments of residents to establish eligibility for Disabled Facilities Grants
2. To coordinate the delivery of aids and adaptations to resident's homes

### Key Roles, Tasks and Responsibilities

1. Completing Support Assessments and plans identifying vulnerable clients.
2. Provide advice and guidance to clients on funding from Disabled Facilities Grants.
3. Guide the customer through the grant process including offer and refusal of grant.
4. Assist with completion of grant application forms and means testing.
5. Collaborate with Housing Support Co-Ordinators and Technical Officers to develop Disabled Facilities Grant project plans.
6. Liaise with Social Care, Occupational Therapists, contractors and other stakeholders to ensure effective service delivery.
7. Maintain comprehensive client records, ensuring data confidentiality and compliance with relevant laws.
8. Assist in preparation of reports for internal and external use including performance monitoring and reporting.
9. Keep up to date with relevant laws, policies and best practice.
10. Be the single point of contact for clients throughout the grant application process, and during installation of works and adaptations. Answering queries, giving advice and updates on progress.
11. Actively support clients from start to finish through the grant and adaptation journey, encouraging the client to complete the adaptation process.
12. Be an advocate for the client with contractors, Local Authorities and other stakeholders communicating the customers' needs and ensuring that their voice is heard.
13. Represent and promote the service at multi-agency meetings and events.
14. Support the relationship between the client, contractors and the Local Authority by acting courteously and with diplomacy at all times.
15. Encourage initial take up of Disabled Facilities Grants and publicise.
16. Complete assessments of need and support planning in the customer's home.

17. Liaise with private landlords and registered housing providers to progress schemes of work.

### **Post Characteristics**

**Allowances:** Casual car user allowance

**On call/emergency situations:** N/A

**Security/safeguarding checks:** DBS Enhanced Adult & Children Workforce

### **Health and Safety Responsibilities**

1. To be familiar and comply with the Council's health and safety policies and procedures and local department specific health and safety policies and procedures as amended or added to from time to time.
2. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager or the Corporate Health and Safety Adviser for action.
3. To take reasonable care for health and safety of yourself and others.
4. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements are complied with.
5. To not intentionally or recklessly interfere with or misuse anything that has been provided in the interests of health and safety.
6. To maintain any Personal Protective Equipment that you are issued and required to wear, and to report any defects to your line manager.

### **Emergency Planning/Response Responsibilities**

1. To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity and other associated documents.

## **Person Specification**

### **Knowledge**

#### **Essential:**

Basic knowledge of home adaptations or willingness to learn (\*3,4)

Basic knowledge of building regulations or willingness to learn (\*3,4)

#### **Desirable:**

### **Experience**

#### **Essential:**

Experience of working with vulnerable customers in a caseworker or support role (\*3,4)

Experience of advocating on the customers behalf (\*3,4)

Experience of partnership working to negotiate positive outcomes for the customer (\*3,4)

Experience of using Microsoft IT packages and specialised computer systems (\*3,4)

#### **Desirable:**

Experience of working within a housing or social care environment (\*3,4)

Experience of needs assessments and support planning (\*3,4)

### **Skills/Abilities**

#### **Essential:**

Strong communication and interpersonal skills (\*3,4)

Ability to work independently and as part of a team (\*3,4)

Ability to manage competing priorities (\*3,4)

Ability to manage a caseload (\*3,4)

Ability to keep accurate records and notes (\*3,4)

#### **Desirable:**

## **Qualifications/Training**

### **Essential:**

### **Desirable:**

GCSE Maths and English at Grade 4 or above or equivalent qualification (\*3,4,5)  
A level qualification in social work or social care

Or

Demonstrable experience identified across the person specification.

## **Other**

### **Essential:**

Must be flexible and be prepared to work outside normal office hours on occasion, according to the needs of the service (\*3,4)

Must be able to travel throughout the Districts and Boroughs using own transport (\*3,4)

An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations (\*3,4)

Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010 (\*3,4)

Must be willing to undergo a DBS check (\*3,4)

### **Desirable:**

Method of assessment\*

1. Test prior to shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence

## **Job Description and Person Specification details:**

Reviewed by: Lightbulb Service Manager

Latest Version Date: April 2025

Job Evaluation Ref: A2105